



DocuSigned by:
Leslie M. Valiant
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PRSRT STD
U.S. POSTAGE
PAID
MAILED FROM
ZIP CODE 33310
PERMIT NO. 750



JMK





City of Willmar

Minnesota

Dear City of Willmar Homeowner;

The City of Willmar has partnered with Service Line Warranties of America (SLWA),* an independent company, an administrator of home emergency repair solutions to homeowners nationwide, to offer Exterior Water Service Line Coverage and Exterior Sewer/Septic Line Coverage to Willmar homeowners.

Many homeowners are not aware that they are responsible for certain repairs; for example, many Americans don't know that they are responsible to pay for repairs to water service and sewer/septic lines on their private property. Many homeowners are not prepared to handle the high costs of unexpected water service or sewer/septic line breakdowns.

Optional plans from SLWA can help protect you from the potentially expensive repair costs of water and sewer/septic lines inside and outside your home.

The enclosed information is provided to help you decide whether a plan from SLWA is right for you.

Please visit www.slwofa.com for frequently asked questions and links to additional information. You can also call SLWA toll-free at 1-844-257-8795 for more information, to sign up for coverage, or to opt out of any future SLWA mailings.

City of Willmar

*Service Line Warranties of America ("SLWA"), an independent company separate from the City of Willmar, offers these optional plans. Your choice of whether to purchase these plans will not affect the price, availability or terms of service from your local utility or community. The City of Willmar and SLWA entered into an agreement to introduce these plans to Willmar homeowners.



Information for Willmar Homeowners



JMK

<<MR. SAMPLE A SAMPLE_XX>>
 <<MAIL_ADDRESS1_XXXXXXX>>
 <<MAIL_ADDRESS2_XXXXXXX>>
 <<MAIL_CITY_XX, ST ZIP>>



Please reply by:
<<Month X, XXXX>>

Dear <<Mr. Sample>>,

Many homeowners are not aware that repairs to the exterior water service or sewer/septic lines that run between your home and the public utility connection are the responsibility of the homeowner.

Water service and sewer/septic lines are subjected to changing soil conditions, ground shifting and corrosion—which may cause a breakdown without warning, leaving you responsible for the cost of repair or replacement. Replacement of these lines can be expensive—costing you thousands of dollars in unforeseen expenses.

The City of Willmar has partnered with Service Line Warranties of America (SLWA),* an independent company, to help eligible homeowners be prepared and have the best possible service in the case of such an emergency. So you're invited to enroll in Exterior Water Service Line Coverage and Exterior Sewer/Septic Line Coverage from SLWA. Accept this *optional* coverage and you'll receive as many service calls as you need up to \$8,500 per call for covered water service or well line repairs, and as many service calls as you need up to \$8,500 per call for covered sewer/septic line repairs (30-day wait includes a money-back guarantee for both) and no deductible. You will also have access to a 24/7, 365-day-a-year emergency repair service hotline to schedule a repair. Once you have made your service call, SLWA will take care of your covered repair, dispatching a qualified plumber to your home and paying the bill directly. Peace of mind starting for as little as \$5.25 per month. Your emergency is dealt with and your water service or sewer/septic line is back to normal.

In the event of an emergency, these plans can save you a significant amount of money and the time of finding a plumber, which can be difficult in the best of times. Having these plans also helps eliminate worry, as you can be sure of a professional job completed by local, licensed and insured plumbers. These are the only service line protection programs for homeowners fully supported by the City of Willmar.

Please take the time to read the information on the back of this letter. If you would like to sign up for a plan, simply complete and return the enclosed form or call SLWA toll-free at 1-844-257-8795. We certainly hope that you never have an exterior water service or sewer/septic line emergency, but if you should ever have a problem, you'll be glad you're covered. These programs are managed by SLWA, and no public funds were used for the mailing of this letter.

For fastest processing, please visit www.slwofa.com.

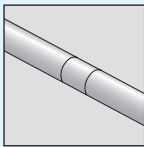
Sincerely,

City of Willmar

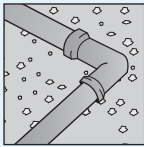
*Utility Service Partners Private Label, Inc., known as Service Line Warranties of America ("SLWA"), with corporate offices located at 4000 Town Center Boulevard, Suite 400, Canonsburg, PA 15317, is an *independent company separate from your local utility or community* and offers this optional service plan as an authorized representative of the service contract provider, North American Warranty, Inc., 175 West Jackson Blvd., Chicago, IL 60604. Your choice of whether to purchase this service plan will not affect any service you have with your local utility or community. Your local utility or community and SLWA entered into an agreement to introduce these plans. *See eligibility requirements and coverage limitations in this package.*

what would you do in an exterior line emergency?

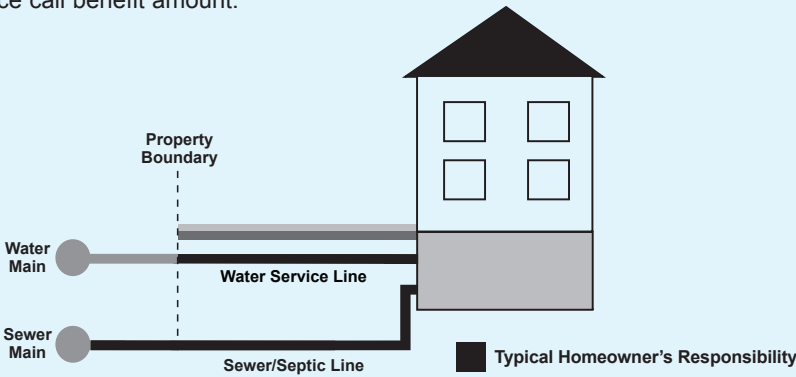
The illustration shows where things may go wrong with your exterior lines and how much a licensed and insured plumber would typically charge customers who don't have coverage. How would you cope if it happened to you? With coverage, it's not something to worry about; you'll have no bill to pay for covered repairs up to the service call benefit amount.



Replace water service line (26–100 ft.)
\$2,832
Plan Members:
No Charge[‡]



Replace sewer/septic line (26–75 ft.)
\$5,754
Plan Members:
No Charge[‡]



[‡]National average repair costs as of January 2023. No charge for covered repairs up to the service call benefit amount.

The water and sewer/septic lines beyond the property boundary may be an additional responsibility of the homeowner and are included in this coverage. Septic/collection tanks, leaching fields, pumps or grinders are not covered.

Take A Look At The Benefits You'll Receive	Exterior Water Service Line Coverage	Exterior Sewer/Septic Line Coverage
1. Covered Repairs – Guaranteed for one full year.	✓	✓
2. 24-Hour Emergency Repair Service Hotline – Open 24 hours a day, 365 days a year.	✓	✓
3. Our Promise to You – Simply call SLWA toll-free at 1-844-257-8795 any time, and your coverage can be canceled at your request.	✓	✓

Visit www.slwofa.com to protect your exterior lines or call toll-free 1-844-257-8795
Available: MON-FRI 8AM-8PM | SAT 10AM-4PM EST

Important Questions & Answers

What am I responsible for?

As a homeowner, you are responsible for your exterior water service line and exterior sewer/septic line. If the service lines beyond the property boundary to the main connections are also the responsibility of the homeowner, then they will be covered up to the benefit amount.

Does my homeowners insurance cover this?

Most basic homeowners insurance policies do not cover repair or replacement due to normal wear and tear of these lines.

Does this coverage include well lines?

Yes, coverage provides for repair or replacement of either water service or well lines, as explained in the "What's Covered" section.

Who is eligible for coverage?

To be eligible, you must own both the residential single structure and the land it is located on. This includes single family homes (inclusive of manufactured housing) and townhomes. Recreational vehicles or homes on wheels and properties used for commercial purposes are not eligible for coverage. In IA, properties with more than 4 dwelling units are not eligible. Your property is not eligible if you are aware of any pre-existing conditions, defects or deficiencies with your exterior water service or exterior sewer/septic lines, or your exterior sewer/septic line has failed a smoke or dye test without resolution prior to enrollment. If you live in a development community with a condominium, co-op or homeowners association, your exterior water service line or exterior sewer/septic line may not be an individual homeowner's responsibility, so please check with your association before accepting this coverage.

What should I know about this coverage?

What's covered: Coverage is for the following exterior lines, for which you have sole responsibility, that have experienced an operational failure, that are damaged due to normal wear and tear, not accident or negligence. **Exterior Water Service Line Coverage:** Coverage provides, up to the applicable benefit limit, for the covered cost to repair or replace an exterior water service line from your utility's responsibility or external wall of your well casing to the external wall of your home. **Exterior Sewer/Septic Line Coverage:** Coverage provides, up to the applicable benefit limit, for the covered cost to repair or replace a sewer line that takes wastewater away from the exit point within your home up to your utility's responsibility, or septic line that takes wastewater away from the exit point within your home up to the point of connection to the septic tank on your property.

Not covered: Damage from accidents, negligence or otherwise caused by you, others or unusual circumstances and the product-specific exclusions below. Costs on covered repairs may exceed the benefit limit, in which case you pay the difference between the cost and the benefit limit. Additional exclusions apply. **Exterior Water Service Line Not Covered:** Branch lines; pressure reducing valves; or backflow prevention devices. **Exterior Sewer/Septic Line Not Covered:** Septic/collection tanks; leaching fields; grinder pumps; non-conforming drain lines; or branch lines. Disputes resolved by arbitration, without class action or jury trial, unless otherwise stated in your full Terms and Conditions. See full Terms and Conditions with complete coverage and exclusion details prior to enrolling by calling 1-844-257-8795 or going to www.slwofa.com.

When can I make a service call?

Your plan(s) start the day your enrollment is processed. There is an initial 30-day waiting period before you can make a service call, providing 11 months of coverage during the first year. Upon renewal/reactivation (if applicable), there is no waiting period.

What is the cancellation policy?

Cancel any time by calling SLWA at 1-844-257-8795 or visiting www.slwofa.com. If you cancel either plan within 30 days of your start date, you will get a full refund of the cancelled plan(s) (less claims paid, where applicable). Cancellations after the first 30 days will result in a pro-rata refund of the cancelled plan(s) (less claims paid, where applicable).

What is the term of my service agreement?

The plan is annual. Unless you cancel, your plan automatically renews annually at the then-current renewal price with your same payment terms.

What is E-Z Pay?

E-Z Pay is a paperless and stress-free way to pay for your coverage. Payments are automatically debited from the bank/checking account of your choice as your payment becomes due, at no additional cost.

What quality of repair can I expect?

Local, licensed and insured plumbers perform covered repairs, which are guaranteed against defects in materials and workmanship for one year.

Who is SLWA?

SLWA is an independent company, separate from your local utility or community. If you would prefer not to receive solicitations from SLWA, please call 1-844-257-8795.

Acceptance Form

Reply ID: Please see below for applicable Reply ID



Please confirm your name and address below and make any changes if necessary.
<<Mr. Sample A. Sample, Serv_Address1_xxxxxxx, Serv_Address2_xxxxxxx, Serv_City, ST Zip>>

By providing my e-mail address, I request that I be e-mailed my current and future service agreements and any related documents, and I acknowledge that I can access these documents. I can change my preferences or request paper copies online or by calling SLWA. The phone number and e-mail address provided below are good ways to reach me.

E-mail Address

Phone #

1. Choose Your Protection Plan(s)

TAKE 10% OFF for the first year
when you select both plans

	Best Value		
	Exterior Water Service Line Coverage and Exterior Sewer/Septic Line Coverage	Exterior Water Service Line Coverage	Exterior Sewer/Septic Line Coverage
PAYMENT SCHEDULE	Reply ID: <<MC3-MAILCODE-xxxx>> Reply ID: <<MC4-MAILCODE-xxxx>>	Reply ID: <<MC2-MAILCODE-xxxx>>	Reply ID: <<MC1-MAILCODE-xxxx>>
MONTHLY	<input type="checkbox"/> \$12.50 \$11.24	<input type="checkbox"/> \$5.25	<input type="checkbox"/> \$7.25
QUARTERLY	<input type="checkbox"/> \$37.50 \$33.72	<input type="checkbox"/> \$15.75	<input type="checkbox"/> \$21.75
YEARLY	<input type="checkbox"/> \$150.00 \$134.88	<input type="checkbox"/> \$63.00	<input type="checkbox"/> \$87.00

2. Choose Your Payment Method

☐ **E-Z Pay** (see back of letter)
By signing below, I authorize SLWA to use account information from the enclosed check to make electronic fund transfers to automatically initiate my first and future debits to my bank account at the frequency and amount specified in the Payment Schedule, plus any applicable taxes, in connection with my payments for the plan(s) selected. I understand my check will be converted to an electronic debit for my first payment, instead of deposited as a paper check.

☐ **Credit/Debit Card**
By signing below, I authorize SLWA to charge my first and future payments, plus any applicable taxes, for the plan(s) selected to my credit/debit card at the frequency and amount specified in the Payment Schedule.

☐ VISA ☐ MASTERCARD ☐ AMEX ☐ DISCOVER

Card Number

Exp. Date

☐ **Annual Check or Money Order**
I have enclosed my check or money order, payable to SLWA, for my annual payment for the plan(s) selected.

Yes, please sign me up for the protection plan(s) from SLWA I have selected. I understand this optional plan(s) is based on an annual contract and will be automatically renewed annually on the same payment terms I selected at the then-current renewal price (currently \$12.50 per month if I select both plans), plus any applicable taxes, unless I cancel. I can cancel the automatic payments and this contract(s) any time at no additional cost, without obligation to make future plan payments, by calling 1-844-257-8795 or visiting www.slwofa.com. Your Data: See privacy policy at www.slwofa.com/privacy. I agree I have read the coverage details in this package and confirm I am the homeowner, meet all other eligibility requirements, and understand the coverage limitations and exclusions.

Signature (required)



Please Reply by <<Month X, XXXX>>



JMK

<<MR. SAMPLE A SAMPLE_XX>>
 <<MAIL_ADDRESS1_XXXXXXXX>>
 <<MAIL_ADDRESS2_XXXXXXXX>>
 <<MAIL_CITY_XX, ST ZIP>>



Dear <<Mr. Sample>>,

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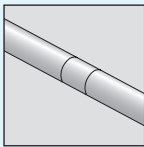
Sincerely,

City of Willmar

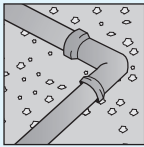
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what would you do in an exterior line emergency?

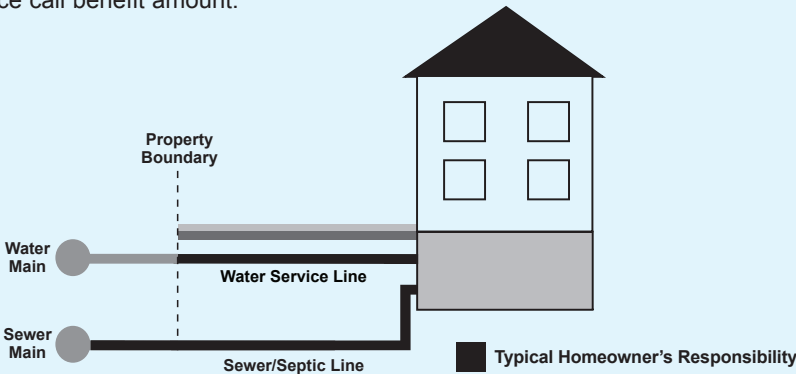
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Replace water service line (26–100 ft.)
\$2,832
Plan Members:
No Charge[‡]



Replace sewer/septic line (26–75 ft.)
\$5,754
Plan Members:
No Charge[‡]



[‡]National average repair costs as of January 2023. No charge for covered repairs up to the service call benefit amount.

The water and sewer/septic lines beyond the property boundary may be an additional responsibility of the homeowner and are included in this coverage. Septic/collection tanks, leaching fields, pumps or grinders are not covered.

Take A Look At The Benefits You'll Receive	Exterior Water Service Line Coverage	Exterior Sewer/Septic Line Coverage
1. Covered Repairs – Guaranteed for one full year.	✓	✓
2. 24-Hour Emergency Repair Service Hotline – Open 24 hours a day, 365 days a year.	✓	✓
3. Our Promise to You – Simply call SLWA toll-free at 1-844-257-8795 any time, and your coverage can be canceled at your request.	✓	✓

Visit www.slwofa.com to protect your exterior lines or call toll-free 1-844-257-8795
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Important Questions & Answers

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Most basic homeowners insurance policies do not cover repair or replacement due to normal wear and tear of these lines.

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Yes, coverage provides for repair or replacement of either water service or well lines, as explained in the "What's Covered" section.

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Not covered: Damage from accidents, negligence or otherwise caused by you, others or unusual circumstances and the product-specific exclusions below. Costs on covered repairs may exceed the benefit limit, in which case you pay the difference between the cost and the benefit limit. Additional exclusions apply. **Exterior Water Service Line Not Covered:** Branch lines; pressure reducing valves; or backflow prevention devices. **Exterior Sewer/Septic Line Not Covered:** Septic/collection tanks; leaching fields; grinder pumps; non-conforming drain lines; or branch lines. Disputes resolved by arbitration, without class action or jury trial, unless otherwise stated in your full Terms and Conditions. See full Terms and Conditions with complete coverage and exclusion details prior to enrolling by calling 1-844-257-8795 or going to www.slwofa.com.

When can I make a service call?

Your plan(s) start the day your enrollment is processed. There is an initial 30-day waiting period before you can make a service call, providing 11 months of coverage during the first year. Upon renewal/reactivation (if applicable), there is no waiting period.

What is the cancellation policy?

Cancel any time by calling SLWA at 1-844-257-8795 or visiting www.slwofa.com. If you cancel either plan within 30 days of your start date, you will get a full refund of the cancelled plan(s) (less claims paid, where applicable). Cancellations after the first 30 days will result in a pro-rata refund of the cancelled plan(s) (less claims paid, where applicable).

What is the term of my service agreement?

The plan is annual. Unless you cancel, your plan automatically renews annually at the then-current renewal price with your same payment terms.

What is E-Z Pay?

E-Z Pay is a paperless and stress-free way to pay for your coverage. Payments are automatically debited from the bank/checking account of your choice as your payment becomes due, at no additional cost.

What quality of repair can I expect?

Local, licensed and insured plumbers perform covered repairs, which are guaranteed against defects in materials and workmanship for one year.

Who is SLWA?

SLWA is an independent company, separate from your local utility or community. If you would prefer not to receive solicitations from SLWA, please call 1-844-257-8795.

Acceptance Form

Reply ID: Please see below for applicable Reply ID



Please confirm your name and address below and make any changes if necessary.
<<Mr. Sample A. Sample, Serv_Address1_xxxxxxx, Serv_Address2_xxxxxxx, Serv_City, ST Zip>>

By providing my e-mail address, I request that I be e-mailed my current and future service agreements and any related documents, and I acknowledge that I can access these documents. I can change my preferences or request paper copies online or by calling SLWA. The phone number and e-mail address provided below are good ways to reach me.

E-mail Address

Phone #

1. Choose Your Protection Plan(s)

TAKE 10% OFF for the first year
when you select both plans

	Best Value		
	Exterior Water Service Line Coverage and Exterior Sewer/Septic Line Coverage	Exterior Water Service Line Coverage	Exterior Sewer/Septic Line Coverage
PAYMENT SCHEDULE	Reply ID: <<MC3-MAILCODE-xxxx>> Reply ID: <<MC4-MAILCODE-xxxx>>	Reply ID: <<MC2-MAILCODE-xxxx>>	Reply ID: <<MC1-MAILCODE-xxxx>>
MONTHLY	<input type="checkbox"/> \$12.50 \$11.24	<input type="checkbox"/> \$5.25	<input type="checkbox"/> \$7.25
QUARTERLY	<input type="checkbox"/> \$37.50 \$33.72	<input type="checkbox"/> \$15.75	<input type="checkbox"/> \$21.75
YEARLY	<input type="checkbox"/> \$150.00 \$134.88	<input type="checkbox"/> \$63.00	<input type="checkbox"/> \$87.00

2. Choose Your Payment Method

☐ **E-Z Pay** (see back of letter)
By signing below, I authorize SLWA to use account information from the enclosed check to make electronic fund transfers to automatically initiate my first and future debits to my bank account at the frequency and amount specified in the Payment Schedule, plus any applicable taxes, in connection with my payments for the plan(s) selected. I understand my check will be converted to an electronic debit for my first payment, instead of deposited as a paper check.

☐ **Credit/Debit Card**
By signing below, I authorize SLWA to charge my first and future payments, plus any applicable taxes, for the plan(s) selected to my credit/debit card at the frequency and amount specified in the Payment Schedule.

☐ VISA ☐ MASTERCARD ☐ AMEX ☐ DISCOVER

Card Number

Exp. Date

☐ **Annual Check or Money Order**
I have enclosed my check or money order, payable to SLWA, for my annual payment for the plan(s) selected.

Yes, please sign me up for the protection plan(s) from SLWA I have selected. I understand this optional plan(s) is based on an annual contract and will be automatically renewed annually on the same payment terms I selected at the then-current renewal price (currently \$12.50 per month if I select both plans), plus any applicable taxes, unless I cancel. I can cancel the automatic payments and this contract(s) any time at no additional cost, without obligation to make future plan payments, by calling 1-844-257-8795 or visiting www.slwofa.com. Your Data: See privacy policy at www.slwofa.com/privacy. I agree I have read the coverage details in this package and confirm I am the homeowner, meet all other eligibility requirements, and understand the coverage limitations and exclusions.

Signature (required)